



ManageEngine 

# **SOLUTIONS GUIDE**

The comprehensive handbook to manage your IT infrastructure.



**8 out of 10**

biggest healthcare companies



**8 out of 10**

largest financial services  
companies



**9 of every 10**

Fortune 100 companies



**3 million users**

from over 190 countries

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**trust ManageEngine to run their IT.**

# **Bringing IT together**

ManageEngine crafts comprehensive IT management software for all your business needs.

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# ManageEngine

ManageEngine crafts the industry's broadest suite of IT management solutions, offering more than 120 products and free tools. We have everything you need to manage all of your IT operations, including networks, servers, applications, service desks, Active Directory, security, desktops, and mobile devices.


Since 2002, IT teams have turned to ManageEngine for affordable, feature-rich software that's easy to use. Our on-premises and cloud solutions power the IT of over 280,000 companies around the world, including nine of every ten Fortune 100 companies.

As you prepare for the IT management challenges ahead, we'll lead the way with new solutions, contextual integrations, and other advances that can only come from a company solely dedicated to its customers. And as a division of Zoho Corporation, we'll continue pushing for the tight business IT alignment you'll need to seize future opportunities.



## 9 out of every 10

Fortune 100 companies are  
ManageEngine customers.

ManageEngine is the enterprise IT management division of  Corporation.



# Enterprise service management

Design, automate, deliver, and manage IT and business services.







## ServiceDesk Plus

Deliver flawless IT services with intelligent automations, standardized workflows, and enhanced self-service capabilities. Extend proven ITSM best practices to other departments like HR and facilities using native enterprise service desk capabilities.

### Features and benefits



#### Track incidents easily

Reduce outages, improve agent productivity, meet SLAs, and manage the complete life cycle of IT tickets.



#### Implement changes with minimal impact and risks

Streamline planning, approval, and implementation with automated workflows.



#### Showcase all IT services in a service catalogue

Showcase IT services that are available to end users and give IT a new face. Create and publish a service catalog with custom service-level agreements (SLAs) and multistage approvals.



#### Gain IT help desk insights

Generate more than 150 built-in, custom, query, and flash reports pertaining to various IT help desk modules including requests, problems, changes, assets, surveys, contracts, and purchases.



#### Empower end-users with a self-service portal

Facilitate easy request creation, use automated notifications to keep end users informed on ticket progress and approvals, and make company-wide announcements on outages.



#### Create a rich knowledge base

Publish a knowledge base to help end users solve repeat incidents on their own and deflect tickets away from the IT help desk.



#### Automatic ticket dispatch

Auto-assign tickets based on technician availability, using either a round robin or load balancing method to cover every ticket.



#### Manage an entire IT asset inventory

Discover and maintain an IT asset inventory with efficient auto-discovery.

ServiceDesk Plus

## Other salient aspects

- » Enterprise service management
- » 150+ reports
- » Mobile service desk
- » Multi-site support
- » Real-time dashboards
- » Smart automations
- » Codeless customizations



### **An exceptional help desk ticket system**

“ServiceDesk Plus has been an exceptional help desk ticket system that lowered my stress level a great deal, I know that everything I need to know is in one place. I know what is in the queue and [am] confident that I haven’t forgotten any shoulder tap requests.”

**Joe Gonzales,**

IT Services Manager,  
Austin Convention Center

## ServiceDesk Plus MSP

Deploy a comprehensive help desk or service desk, complete with built-in account management, asset management, remote controls, and advanced reporting. Offer services and support to multiple clients with centralized controls thanks to the solution's robust data segregation.

### Features and benefits



#### Manage multiple clients

Maintain and personalize individual contacts and accounts, establish business relationships, configure business rules, setup unique SLAs for each account, boost customer satisfaction, and more, all from a common platform.



#### Efficiently manage incidents from every account

Automate incident management by organizing tickets from different accounts, assigning incidents to appropriate technicians, and resolving recurring incidents so that the service desk team can focus on more productive tasks.



#### Display all available services in a service catalogue

Organize services into service categories and publish them in the client's self-service portal. Create customized workflows and automated processes, and associate appropriate tasks and SLAs with services to quickly fulfill client requests.



#### Increase customer satisfaction with a knowledge base

Boost an existing knowledge database or build a new one from scratch with easy templates and resolutions from previously solved tickets. Technicians can learn and record do's and don'ts for future reference when solving complex issues.



#### Take control with easy change management processes

Implement changes in a controlled and structured environment to reduce their impact. Complete approval cycles are also available depending on the type of change.



#### Use advanced analytics to stay on top of services

Quickly access the service desk's key performance indicators without writing complex database queries. Use analytics to proactively identify avenues for service improvement, client acquisition, revenue generation, and new service offerings.



## ServiceDesk Plus MSP

### Other salient aspects

- » Technician auto-assign
- » Agent based scan
- » Integrated remote control
- » Rebrand - personalize your account
- » 100+ reports



### **Excellent SLA options, allows to get updated instantly**

“ServiceDesk Plus MSP allows our customers to be kept up-to-date on a three-tier level (telephone, web, and email), provides excellent SLA options based on customers, allows our technical staff to get updated instantly on all requests, and most of all provides an easy-to-use reporting feature with scheduled reports, giving me the time to concentrate on other business requirements.”

**Jason Roberts,**

Technical Manager, TCNS

## SupportCenter Plus

Manage customer accounts, tickets, and service contracts to facilitate a superior end-to-end, multi-channel customer support experience.

### Features and benefits



#### Track customer needs via multi-channel support

View every customer interaction from one place, irrespective of the communication mode they choose.



#### Create a comprehensive help desk for each business unit

Let each business unit define their product or service-specific configuration so that they can work independently from each other.



#### Customize and automate request workflows

Seamlessly automate the process of creating, organizing, and tracking requests.



#### Track and maintain contracts and SLAs in one place

Manage multiple service contracts and related support plans to service customers on time and bill them accordingly.



#### Manage individual accounts and contacts

Manage customer information, including the products and services purchased, contracts they are entitled to, their organizational hierarchy, and so on.



#### Give customers control with a personalized self-service portal

Deploy a customizable self-service portal and allow customers to submit tickets, track them, search the knowledge base, and run reports.

## AssetExplorer

Discover, monitor, and track assets in your IT network from a single console. Achieve high software-license-compliance rates, maximize the ROI of vendor relationships, and make informed decisions about assets throughout their IT life cycle.

### Features and benefits



#### Discover all assets in a network

Periodically scan software, hardware, and other ownership information to keep up-to-date information on every asset. Track and manage any workstation or network devices including Windows, Linux, Mac, AIX, and Solaris machines as well as printers, routers, and switches.



#### Manage and track software licences

Manage all license types including OEM, concurrent, enterprise, free, named user, node locked, trial, volume, and individual licences.



#### Easily manage all software assets

Automatically discover all software available in each workstation. Easily ensure compliance by keeping an eye on the list of compliant, under-licensed, and over licensed software.



#### Effectively manage purchase orders and contracts

Identify areas that need spending reduced, policies enforced, and redundancies eliminated, enabling better management of a purchase order's complete life cycle.



#### Track the asset life cycle

Handle the complete life cycle of an asset, from the moment of purchase to the time it's no longer needed.



#### Automatically track hardware and software

Scan and audit all workstations connected over LAN, WAN, and VPN. View an asset's complete ownership information, along with hardware and software inventory information, to get a clear picture of who owns what.



# Identity and access management

Manage, govern, and secure digital identities and privileged access.



## ADManager Plus

Manage and report on Active Directory, Microsoft 365, and Exchange from a web-based console. Automate user life cycle management, facilitate access governance with workflows, perform secure delegation to the help desk, and satisfy compliance audits.

### Features and benefits



#### Standardized, one-stop provisioning

Provision all user entitlements from Exchange mailboxes to M365 accounts from a single window or provisioning template.



#### Automated provisioning/de-provisioning

Provision new user accounts automatically when the roster gets updated. Automatically archive users' home folders, and revoke their group memberships and access permissions the moment their accounts are terminated.



#### Automate both critical and everyday ad operations

Automate tasks like "inactive account management" or other routine AD functions.



#### Off-the-shelf user management solutions

Change any of 150 user attributes based on a situation. Use the pre-packaged solution set to easily re-provision accounts.



#### 140+ pre-packaged, reprovisioning centric reports

Gain insight into all changes happening in your AD, Microsoft 365, Windows Servers, and Exchange Servers. Monitor user logon activities, changes to AD objects, and more in real time. Assign/reassign scripts to or reprovision user accounts as needed directly from the reports.



#### Smart, non-invasive AD delegation

Safely delegate user management tasks to business managers and HR without losing control using ADManager Plus' smart delegation system and AD Workflow.



## ADManager Plus **Other salient aspects**

- » Exclusive Microsoft 365 & Google apps reporting
- » GUI-based NTFS permission management
- » Ability to automate critical tasks and report generation
- » Nested group reports and management



### **Readymade and on-the-fly solutions**

“I was looking for something that’s intuitive, easy to use, and cost-effective. I did a number of searches. I found ADManager Plus and was impressed.

We purchased it. I can now certainly see the benefits from reporting perspective and on-the-fly changes that we can do from the reports.”

**Ashley Bukket,**

System Analyst, Macmillan Cancer Support



### **Reduces the gap between IT and business**

“We needed an AD product which the HR can use to manage the users. We found ADManager Plus. With this software...you don’t have to be computer scientist. Even my boys, 11 and 12, can do it. This product changed my career!”

**Margaret Sandler,**

IT Security Specialist, CareTech Solutions

## ADAudit Plus

Maintain network security and compliance by tracking critical GPO changes, monitoring user logins, analyzing account lockouts, spotting malicious insiders, and more.

### Features and benefits



#### Active Directory alerting and change monitoring

Record AD changes and get instant notifications when changes occur, including who did what, from where, and when.



#### User logon activity monitoring

Get a detailed report of users' logon and logoff activity, whether they happen via workstations or terminal services.



#### Privileged user activity auditing

Track what administrators do. Get details about activities carried out by other privileged accounts as well.



#### File access activity auditing

See what files and folders users are accessing. Track every activity they carry out on a file, including reading, deleting, copying, or moving files.



#### Anomaly detection

Get alerted about unusual events—such as logons during non-business hours or dubiously high invalid logon attempts—before they lead to catastrophe.



#### Event analysis

Leverage profile-based event trackers, filters, and event fetching rules to view every change and event from a broader perspective and easily detect incidents.



## ADAudit Plus Other salient aspects

- » Report & alert profiles: Configure your own event trackers and alerts
- » Printer auditing
- » File integrity monitoring
- » Dedicated privileged account monitoring
- » Organized data archiving
- » Removable storage auditing (Win 8 & above)
- » “Before and after” picture for every change (for Windows 2008 & above)
- » Prepackaged IT compliance reports for SOX, HIPAA, PCI, FISMA, and GLBA



### Prepackaged just the way the industry needs it

“No other software works as effectively or easily as ADAudit Plus. None were as simple to install and jump right in to start using. All audit requirements from HIPAA are covered in ADAudit Plus. We have passed an in-depth PEN audit test and several industry-related security audits because we are using ADAudit Plus. It’s extremely simple and cost-effective.”

**Renee Davis,**  
CIO, Life Management Center



### Real time IT security at nominal costs

“ADAudit Plus helps me be in command of the technical environment in my Active Directory network. It is easier to find logs and manage more effectively. The low cost for the many features got our attention.”

**Diego Pontes,**  
IT Coordinator, Tecnisa

## ADSelfService Plus

Implement self-service password management and SSO for logins to Active Directory and enterprise cloud apps. Secure machine (Windows, Linux, and macOS) and VPN logons with MFA. Protect against credential theft with adaptive and risk-based conditional access.

### Features and benefits



#### Password self-service

Enables end-users to reset their forgotten Windows & Mac passwords (and unlock accounts) without help desk's intervention. Users can reset passwords from logon prompt, mobile devices, or web browser.



#### Password expiration notification (freeware)

Notifies users about impending password and account expiration via email, SMS or push notification.



#### Password synchronizer

Automatically synchronizes Active Directory passwords in real time across multiple platforms including Azure AD, Microsoft 365, G Suite, Salesforce, and more.



#### Single sign-on (SSO)

Provides seamless and secure access to cloud applications with Active Directory-based single sign-on.



#### Windows logon two-factor authentication

Provides two-factor authentication (TFA) to all local and remote Windows login attempts. Windows logon TFA requires users to input their Active Directory domain credentials and additionally authenticate via the selected TFA method configured during every logon.



#### Directory self-update and employee search

Allows users to self-update their profile information in Active Directory and search for other employees' information.

## ADSelfService Plus Other salient aspects

- » Cached credentials update
- » Multi-factor authentication via Duo Security, RSA SecurID, and more for secure password reset and account unlock
- » Password policy strengthener
- » Notifications upon self-service operations
- » Clear audit trail for self-service actions
- » Built-in license management
- » Integrates with ServiceDeskPlus, ADManager Plus, and AD360



### **Easy & quick user adoption. Quick realization of ROI.**

“Users have commented how easy enrollment is as well as the reset tasks. CAMH will be able to save close to \$26,000 a year on service desk calls related to Active Directory password resets.”

**Margaret Sandler,**  
IT Security Specialist, CareTech Solutions



### **Superfast enrollment for 100% success rate**

“We have had almost 60% enrollment with ADSelfService immediately, which is a good turnout when asking students to register for anything. Some have already taken advantage of the tool.”

**Robert Peterson,**  
Technical Support Engineer

## Exchange Reporter Plus

Monitor Exchange Server, Exchange Online, and Skype for Business and audit changes in real time. Get reports on Exchange entities, such as mailboxes, mail traffic, public folders, OWA, and ActiveSync, and Skype for Business configuration and usage details.

### Features and benefits



#### All-inclusive exchange reporting

Provides complete information about every component of an Exchange infrastructure including mailboxes, OWA, distribution lists, public folders, etc.



#### Mailbox reports

Offers a 360-degree view of all the mailboxes in the organization. Reports on every detail including mailbox sizes, permissions, inactive and orphaned mailboxes, and more.



#### Exchange server health monitoring

Gives a quick overview of the health and status of components in your organization through its reports and straightforward dashboard.



#### Exchange server auditing & alerting

Reports on critical events such as changes to mailbox permissions or properties. Configure alerts to detect non-owner mailbox logons, someone tampering with permissions, and other alarming events.



#### Email traffic reports & security

Email traffic through mailboxes, distribution lists, and public folders are analyzed and reported. Offers clear insight into how mailboxes communicate with each other or with external domains.



#### OWA / ActiveSync

Keep a watchful eye on OWA users, get a detailed summary of ActiveSync-enabled devices and policies governing them, and easily supervise ActiveSync requests.

## RecoveryManager Plus

Perform incremental or full backups and choose from multiple modes of restoration for Active Directory, Azure AD, Office 365, and Exchange environments to protect your data against ransomware and ensure unprecedented resilience during disaster recovery.

### Features and benefits



#### Three-in-one backup and restoration

Say hello to a single comprehensive solution that can back up and restore Active Directory environment, virtual machines and Windows servers



#### Simplified AD recovery

Become an always-on enterprise by recovering deleted objects or undoing changes without stopping or restarting Active Directory domain controllers.



#### Simplified restoration process

Get a holistic view of the number of available Active Directory, VM and Windows server backups and instantly restore VMs or AD objects to any of their previous states.



#### Granular level change management

Back up each change made to Active Directory objects as separate versions. When needed, compare attribute values across multiple versions and restore the most relevant version.



#### Scheduled backups

Schedule backups at fixed intervals (hourly, daily, or weekly) to make sure there's always a copy of a virtual machine or Active Directory environment's most recent version.



#### Incremental backups

Back up just the changes made since the last backup, dramatically reducing the amount of disk space needed for backups.

## AD360

Manage user identities and access, deploy adaptive MFA, protect privileged accounts with UBA, and ensure regulatory compliance for hybrid environments connecting Active Directory, Azure AD, Exchange, Microsoft 365, and more.

### Features and benefits



#### **Streamlining user life cycle management**

Easily provision, modify, and deprovision accounts and mailboxes for multiple users at once across AD, Exchange servers, Microsoft 365 services, and G Suite from a single console. Use customizable user creation templates and import data from CSV to bulk provision user accounts.



#### **Automation with approval workflow**

Automate routine management tasks such as user provisioning and AD cleanup, and reduce the workload for your IT administrators and help desk technicians. Maintain control over automated tasks by configuring approval workflow rules to ensure that automation produces the desired results.



#### **AD, Microsoft 365, and file server auditing**

Gain insight into all changes happening in your AD, Microsoft 365, Windows Servers, and Exchange Servers. Monitor user logon activities, changes to AD objects, and more in real time. Comply with IT compliance regulations such as SOX, HIPAA, PCI DSS, and GLBA using prepackaged reports.



#### **Role-based help desk delegation**

Delegate administrative tasks concerning AD and Microsoft 365 to non-administrative users by creating custom help desk roles. Select any combination of management, reporting, auditing, and alerting tasks from AD and Microsoft 365 and assign them to help desk staff, HR, and other non-admin users.



#### **SSO for enterprise applications**

AD360 provides users with secure, one-click access to enterprise applications. In a single click, users can access all their applications including Microsoft 365, G Suite, Salesforce, or any custom SAML-based application without having to enter their username and password over and over.



#### **Backup and disaster recovery**

Effortlessly back up and restore AD objects, Exchange mailboxes, Microsoft 365 mailboxes, SharePoint Online sites, OneDrive for Business folders, etc. Perform item-level or attribute-level restorations, and speed up the backup process by making incremental backups. Schedule backups to run during non-business hours, and more.



#### **Self-service password management**

With AD360's self-service password management feature, users can reset their password and unlock their account without help desk assistance, saving time and money. Enable self-service for other common yet crucial tasks such as updating user attributes in AD and subscribing to mail groups.

## AD360

### Other salient aspects

- » AD and Exchange Server management and reporting
- » Real-time change auditing and alerting for on-premises ad and Azure AD
- » AD self-service password management, password sync, and single sign-on
- » Reporting, auditing, and monitoring for Exchange and Skype for business server
- » Manage, monitor, audit, and report Microsoft 365
- » AD, Exchange, and Microsoft 365 backup and recovery customizations



**“AD360 increased our productivity by automating our routine tasks”**

**David H Skyers,**

System Engineer, HEART Trust/NTA

## M365 Manager Plus

Report on, manage, monitor, audit, and create alerts for critical activities in Exchange Online, Azure AD, Skype for Business, OneDrive for Business, Microsoft Teams, and other Microsoft 365 services from one place.

### Features and benefits



#### Microsoft 365 Management

Manage your Microsoft 365 setup effortlessly with Exchange Online and Azure Active Directory management features. Manage mailboxes, users, groups, and contacts, in bulk. Reset users' passwords and assign or remove licenses easily.



#### Microsoft 365 Reporting

Provides out-of-the box reports on Exchange Online, Azure Active Directory, OneDrive for Business, and Skype for Business, as well as reports on security, compliance, and licenses for Microsoft 365.



#### Microsoft 365 Auditing

Track user activities in Exchange Online, Azure AD, OneDrive for Business, Sway, and other services. The audit data can be retained as long as needed, which is not natively possible in Microsoft 365.



#### Alerts for Critical Events

Get notified about critical activities and changes happening in your Microsoft 365 environment. With custom alerts, eliminate the need to constantly check audit reports for malicious activities.



#### Security and Compliance

Ensure information security across all your Microsoft 365 components and experience hassle free compliance with various industry mandates like HIPAA, SOX, GLBA, FISMA, PCI DSS, and ISO.



#### Microsoft 365 Delegation

Delegate management, auditing and reporting tasks to help desk technicians without making any changes in Microsoft 365 admin center.





## Identity Manager Plus

Provide users with secure, one-click access to business applications. Centrally manage access to on-premises and enterprise SaaS applications and get deep insights into app usage, user access, and admin activities.

### Features and benefits



#### Centralized access

Manage access to all enterprise applications, whether they're on-premises or SaaS.



#### Standardized SAML-based SSO

Enable SSO for any application that supports the SAML protocol, including in-house applications.



#### Leveraging existing identities

Allow users to log in using their existing Microsoft 365, G Suite, or Zoho credentials.



#### Application usage and access audit

Gain deep insight into application usage, user accesses, and admin activities using built-in reports.



#### Easy user management

Add or remove multiple users and grant or revoke their access to applications in a single click.

## PAM360

Secure administrative access to critical IT systems. Establish strict governance over privileged access pathways. Prevent security risks using cutting-edge session management capabilities and advanced analytics.

### Features and benefits



#### Enterprise credential vault

Scan and discover critical assets to automatically onboard privileged accounts into a secure vault that offers central management, AES-256 encryption, and role-based access permissions.



#### Secure remote access

Enable privileged users to launch direct, one-click connections to remote hosts without endpoint agents, browser plug-ins, or helper programs. Tunnel connections through encrypted, password-less gateways for ultimate protection.



#### SSL certificate management

Safeguard your online brand reputation with complete protection of your SSL certificates and digital identities.



#### Ticketing system integration

Bolster your access approval workflows for privileged accounts by incorporating ticket ID validation.



#### Application credential security

Protect your application-to-application communications with secure APIs that eliminate the need for credential hard-coding.



#### Privileged user behavior analytics

Leverage AI and ML-driven anomaly detection capabilities to spot unusual privileged activity at a glance.



#### Just-in-time privilege elevation

Assign just-in-time controls for your domain accounts, and provision them with higher privileges only when required by your users.



#### Privileged session monitoring

Supervise privileged user activity with session shadowing capabilities and achieve dual control on privileged access.



#### Audit and compliance

Be prepared for compliance audits with built-in reports that provide essential guidelines to address common audit issues.



#### SSH key management

Discover SSH devices in your network and enumerate keys. Create and deploy new SSH key pairs to associated endpoints with a single click.

## PAM360 MSP

Defend against privileged access misuse with our solution's powerful access governance and contextual integrations with various IT services. Centrally manage privileged access for your customers through a fully automated, policy-driven approach while achieving complete data segregation.

### Features and benefits



#### Privileged account management

Securely store customers' privileged passwords, SSH keys, and other digital identities in a central vault, and selectively share them between MSP administrators and their respective customers.



#### Secure remote access provisioning

Launch password-less, secure connections to remote IT assets without agents, browser plug-ins, or helper programs. Tunnel connections through encrypted gateways for ultimate protection.



#### Control access to client networks

Adopt a request-release policy and just-in-time controls for privileged access, automatically revoke account permissions after a set period, and instantly reset passwords for tighter security.



#### SSL and TLS certificate management

Safeguard your SSL certificates and digital identities. Integrate with popular certificate authorities like DigiCert, GoDaddy, and Let's Encrypt out of the box.



#### Privileged session monitoring

Record privileged sessions and archive them as video files for future review. Shadow and monitor privileged sessions to promptly detect and terminate suspicious activities.



#### DevOps and cloud security

Uncover default, hard-coded credentials in DevOps automation files and CI/CD platforms, and store them in a central vault. Implement password security best practices.



#### Comprehensive auditing and reporting

Capture all privileged activities in clear, downloadable audit trails and reports. Demonstrate to customers, auditors, and forensic investigators that the required security controls are in place.



#### Integrate with advanced technologies

Adopt AI and ML-driven monitoring capabilities to continuously detect unusual and potentially harmful privileged activities, and automatically set off mitigating controls. Integrate with SIEM and scanning tools to discover vulnerabilities and promptly issue remediation measures.

## Password Manager Pro

Eliminate password fatigue with secure, centralized vaulting of privileged passwords. Prevent privilege abuse by enabling selective password sharing and granular access controls based on user roles and requirements.

### Features and benefits



#### Centralized password vault

Store every password belonging to an enterprise's privileged, shared, firecall, and other accounts in a secure, centralized repository.



#### Secured credential sharing

Securely share administrative passwords with team members as needed.



#### Role-specific access controls

Manage resources and passwords with fine-grained restrictions that are enforced based on predefined user roles.



#### Reset passwords

Reset remote resource passwords from the web interface, either automatically or as needed.



#### Record privileged sessions

Record, archive, and watch privileged session to facilitate forensic audits.



#### Launch remote connections

Launch highly secure and reliable remote sessions that completely emulate Windows RDP, SSH, and Telnet sessions from any browser, without a plug-in or agent software.

## Password Manager Pro **Other salient aspects**

- » Automated password reset
- » Policy enforcement
- » Vaulting mechanism
- » Comprehensive audit trails
- » Secure data transmission



### **Improved our performance and overall security of systems**

“With Password Manager Pro, managing the growing list of system passwords has become much simpler. We have done away with the insecure practice of keeping the passwords in printouts. Password Manager Pro has improved our performance and overall security of the systems we manage on a daily-basis.”

**Mark Laffan,**

Team Leader, Network & Communication Systems,  
Australian Catholic University, Australia

## Password Manager Pro MSP

Secure your clients' privileged accounts, control and monitor privileged access to client networks, and implement stringent security best practices.

### Features and benefits



#### Secured client password storage

Securely manage the privileged passwords of customers' IT assets from a single console, while completely segregating customers' data.



#### Selective password sharing

Selectively share passwords between MSP administrators and their respective customers.



#### Launch direct connections

Launch direct connections to remote IT resources, websites, and applications, without the pain of manually entering login credentials.



#### Automatically reset passwords

Automatically reset resource passwords for servers, databases, network devices, and more.



#### Control access to client networks

Ensure that users only get access to the passwords they own or are shared with them.



#### Achieve concurrent controls

Entrust the control of the password vault to the MSP administrator, the end user, or both.



#### Visibility on password access

Get a complete picture of who has access to what passwords through intuitive reports.

## Access Manager Plus

Regulate privileged access to remote enterprise systems via encrypted gateways from a unified console. Achieve total visibility into all kinds of privileged access with extensive session shadowing and auditing capabilities.

### Features and benefits



#### Data center remote access

Leverage simplified, direct connections to remote data centers, and automatically authenticate via jump box support for Windows and Linux platforms.



#### One-click remote sessions

Enable users to launch direct RDP, SSH, SQL, and VNC connections to remote hosts. Tunnel the connections via encrypted gateways for enhanced security. Launch direct connections



#### RemoteApp support

Allow users and third parties to seamlessly access specific Windows-based remote applications from local desktops.



#### Bidirectional remote file transfer

Transfer files between a remote system and the local host, or between two remote systems; upload or download files on remote devices using secure protocols like SCP and SFTP.



#### Privileged session monitoring

Record all sessions, and archive them as video files for post-session review. Control remote connections with session shadowing and termination capabilities.



#### Access control workflow

Establish a request-release mechanism to scrutinize access requests before approval. Grant users and contractors access to remote systems only upon ticket status verification.

## Key Manager Plus

Gain complete visibility and control over your crypto-key environments. Prevent costly service downtime and impersonation attacks via end-to-end life cycle management of SSH keys and SSL/TLS certificates.

### Features and benefits



#### Discover all SSL certificates and SSH keys

Discover all SSL certificates in the network, as well as which systems and users have SSH keys.



#### Store keys and certificates in a centralized inventory

Consolidate all discovered certificates and keys in a secure, centralized repository.



#### Create and deploy certificates and key pairs

Deploy newly acquired certificates to their respective domain servers. Associate new key pairs with users and deploy them on target systems.



#### Generate certificate expiration alerts

Receive alerts about soon-to-expire certificates.



#### Rotate keys periodically

Rotate key pairs automatically at periodic intervals.



#### Launch direct connections

Launch direct SSH connections with target systems.



#### Configure key management policies

Enforce policies for key creation. Remove all existing keys for a fresh start or append new keys.



#### Obtain wildcard deployment details

Get a holistic view of all deployed wildcard certificates.



# Security information and event management

Secure your network from cyberattacks and  
ensure compliance.





## Log360

Equip your SOC with deeper visibility into security events, accelerate threat detection and response, enhance your network security posture, and ensure compliance.

### Features and benefits



#### **Achieve integrated compliance management**

Implement a solid security solution for auditing every critical enterprise resource to meet compliance regulations like PCI DSS, SOX, HIPAA, and the GDPR. Generate compliance reports from predefined templates, schedule report generation, and export reports to PDF or CSV to give to auditors.



#### **Keep networks safe and sound**

Collect and analyze log data from all critical resources in real time to mitigate both internal and external threats. Utilize a reporting console, correlation engine, real-time event response system, and search engine to see even the smallest details about network security.



#### **Leverage real-time Active Directory auditing**

Use real-time alerts and out-of-the-box reports to flawlessly perform Active Directory auditing and change monitoring. Get detailed information on Active Directory objects, track suspicious user behaviour, monitor critical group and OU changes, and more.



#### **Obtain complete network visibility**

Audit and secure your on-premises machines such as Windows, Linux/Unix, SQL, IIS servers and cloud platforms such as AWS, Azure, and Microsoft 365. Periodically review security events with pre-built reports and receive alerts for security events of interest.



#### **Monitor files and folders in real time**

Thoroughly audit activities on files and folders. Track every access, creation, deletion, modification, and permission change made to files and folders to ensure the security of confidential data.

## EventLog Analyzer

Get better visibility and secure your network from attacks by collecting, analyzing, correlating, and archiving log data from servers, firewalls, applications, and endpoints.

### Features and benefits



#### Take advantage of universal log parsing and indexing

Collect, analyze, report on, and archive unencrypted, human-readable logs from practically any machine.



#### Secure log archival

Automatically archive all event logs and syslogs collected from Windows and UNIX devices, routers, switches, and other syslog devices.



#### 1000+ pre-built audit reports

Meet all your auditing needs with thousands of customizable, pre-built reports, which can be customized, scheduled, and distributed as you require.



#### Enable real-time alerts and follow-up actions

Configure real-time alerts via email or SMS for critical events or contingencies. Trigger follow-up actions, such as activating a program, when a specific event occurs.



#### Swiftly search through log data

Effortlessly search through terabytes of log data to locate a security event. Zero in on security events using powerful log searching capabilities, including everything from wildcard to advanced search.

## Firewall Analyzer

Get the most out of your network security infrastructure by managing and optimizing firewall rules, monitoring configuration changes, maintaining compliance, and analyzing firewall logs.

### Features and benefits



#### Ensure compliance requirements are met

Automate compliance audits with out-of-the-box reports and validate firewall security with security audit and device configuration analysis reports.



#### Manage and maintain firewall policies

Analyze the usage and effectiveness of firewall rules and fine-tune them for optimal performance.



#### Track all firewall changes

Get instant notifications about changes, and view a complete trail of all changes made to firewall configurations.



#### Perform network forensic audits

Search firewall logs and pinpoint the exact log entry indicating the cause of a security event in minutes.



#### Keep tabs on user activity

Automatically identify users that are streaming videos, using file sharing services, going on social networks, etc. for greater visibility into high-risk users.



#### Monitor network traffic and bandwidth

Perform network behavioral analysis by monitoring for sudden spikes in bandwidth consumption, and get in-depth details about users.

## Firewall Analyzer

### **Other salient aspects**

- » IPFIX & NetFlow support
- » Security device log analysis
- » Security audit and file archive
- » Managed firewall service



### **More-than-capable solution for monitoring and managing multiple firewalls**

“As an IT infrastructure service provider for global corporations, we needed a centralized firewall monitoring solution for our multi-vendor, multi-tenant, virtualized environment. Firewall Analyzer proved to be a more-than-capable solution for monitoring and managing multiple customer-specific, virtual firewalls. Firewall Analyzer provides us with customer-specific client views, and mutually exclusive, individual firewall reports and alerts for each of our customers.”

**Scott Fenna,**

Senior Consultant, Computacenter

## ADAudit Plus

Maintain network security and compliance by tracking critical GPO changes, monitoring user logins, analyzing account lockouts, spotting malicious insiders, and more.

### Features and benefits



#### Receive Active Directory alerts and monitor changes in real time

Record any change in Active Directory, 24x7. Get instant notifications when changes occur, including who did what, from where, and when.



#### Monitor user logon activity

Get a detailed report of users' logon and logoff activity, whether they happen via workstations or terminal services.



#### Get a complete audit trail for privileged user activity

Track what administrators do. Get details about activities carried out by other privileged accounts as well.



#### Audit file access activity

See what files and folders users are accessing. Track every activity they carry out on a file, including reading, deleting, copying, or moving files.



#### Detect anomalies instantly

Get alerted about unusual events—such as logons during non-business hours or dubiously high invalid logon attempts—before they lead to catastrophe.



#### Perform context analysis of events

Leverage profile-based event trackers, filters, and event fetching rules to view every change and event from a broader perspective and easily detect incidents.

## ADAudit Plus Other salient aspects

- » Report & alert profiles: Configure your own event trackers and alerts
- » Printer auditing
- » File integrity monitoring
- » Dedicated privileged account monitoring
- » Organized data archiving
- » Removable storage auditing (Win 8 & above)
- » “Before and after” picture for every change (for Windows 2008 & above)
- » Prepackaged IT compliance reports for SOX, HIPAA, PCI, FISMA, and GLBA



### Prepackaged just the way the industry needs it

“No other software works as effectively or easily as ADAudit Plus. None were as simple to install and jump right in to start using. All audit requirements from HIPAA are covered in ADAudit Plus. We have passed an in-depth PEN audit test and several industry-related security audits because we are using ADAudit Plus. It’s extremely simple and cost-effective.”

**Renee Davis,**  
CIO, Life Management Center



### Real time IT security at nominal costs

“ADAudit Plus helps me be in command of the technical environment in my Active Directory network. It is easier to find logs and manage more effectively. The low cost for the many features got our attention.”

**Diego Pontes,**  
IT Coordinator, Tecnisa

## SharePoint Manager Plus

Secure your SharePoint environment, be it on-premises or in Microsoft 365, by auditing changes to critical permissions and groups, and view usage analytics.

### Features and benefits



#### Enterprise-wide visibility

From server farms to documents, every aspect of SharePoint infrastructure is identified and reported, no matter how wide the enterprise is. Nothing is missed irrespective of whether yours is an on-premise, hybrid, or cloud implementation.



#### Exclusive reporting for SharePoint Online

Predefined, out-of-the-box reports for your SharePoint Online.



#### Permission tracking

The tool scans the entire farm(s) and reports in detail the different permissions a user holds on the different sites in the farm. (Directly assigned permissions are identified too.)



#### Tracking changes to SharePoint content

Changes to all SharePoint content – including changes to audit settings themselves, documents checked in/out along with timings—are captured and documented.



#### Security configuration change auditing

From changes to groups to unique permissions set, every change critical to SharePoint access and security is audited.



#### Prompt alerts for better security

The tool can be configured to alert any change (whether to content or security settings) in the SharePoint ecosystem.



## M365 Security Plus

Detect cyberattacks and analyze security risks in your cloud infrastructure. Fortify Exchange Online, Azure Active Directory, Skype for Business, OneDrive, SharePoint Online, Microsoft Teams, and other Microsoft 365 services.

### Features and benefits



#### Granular auditing

Prevent security breaches with predefined granular audit reports on user and admin activities, failed logon attempts, file access, and role changes. Or create custom audit profiles to suit your security requirements.



#### 24x7 monitoring

Stay on top of service outages with around-the-clock monitoring of the health and performance of Microsoft 365 features and endpoints. Receive instant notifications when a decline in service health is detected.



#### Real-time alerting

Provide quick remediation for critical events with real-time alerts. Create custom alert profiles for changes in passwords, malware filters, security settings and more.



#### Advanced content search

Scrutinize emails with automated content search to detect personal information such as Social Security numbers, login credentials, and more. Configure alerts to be notified of potential spear phishing attacks.



#### Help desk delegation

Create custom help desk roles, and delegate routine tasks to non-admin users without the elevation of their permissions in Microsoft 365. Leverage advanced delegation features to ease the admin workload.

## Cloud Security Plus

Spot and neutralize threats across AWS, Azure, GCP, and other IaaS, SaaS, and PaaS solutions. Audit user access to cloud data and resources to stop unauthorized sharing of sensitive data and abuse of critical cloud devices.

### Features and benefits



#### Centrally manage public clouds

Manage major public cloud platforms, including Amazon Web Services (AWS) and Microsoft Azure.



#### Easily search through log data

Find specific information with the smart log search engine or advanced search.



#### Receive detailed AWS cloud environment reports

Generate detailed, predefined reports on events occurring in Amazon EC2, Web Application Firewalls (WAF), Relational Database Service (RDS), Lambda, Security Token Service (STS), Elastic Block Store (EBS), Virtual Private Cloud (VPC), Elastic Load Balancer (ELB), and Simple Storage Service (S3).



#### Track Microsoft Azure activity

Generate reports that provide insights on user activity and any changes made to network security groups, virtual networks, DNS zones, virtual machines, databases, and storage accounts.



#### Configure real-time alerts

Get notifications via email when unusual activity, web attacks, anomalous trends, and other security threats occur.

## DataSecurity Plus

Audit file changes, analyze file storage and security, discover and classify sensitive data, monitor web traffic, and prevent data leaks.

### Features and benefits



#### Complete insight into every change

Every change made or action performed on a file is reported along with details including who did it, when, and from which IP address.



#### In-depth file access analysis

With its ability to examine file access patterns, this tool easily exposes rogue accesses by malware or insiders.



#### Configurable, real-time change notifications

Configure the tool to get real-time alerts about changes you deem adverse, e.g., file permission changes or unauthorized access attempts.



#### Automatic follow-ups for alerts

You can configure the tool to automatically execute a command or custom script when an alert is triggered.



#### Ransomware detection

Threshold-based file access alerts and file access patterns expose ransomware and other malware before they could do serious damage.



#### Real, continuous file integrity monitoring

Learn about any untoward changes to the system state the moment those changes happen and before they could do any damage.



#### Storage analysis reports

Get insights about how the disk space is utilized.

## FileAnalysis

Gain deep insights into enterprise file storage and security, optimize disk usage by managing junk files, and identify security vulnerabilities by assessing file permissions.

### Features and benefits



#### ROT data management

Reclaim primary storage space by locating and purging ROT data from your IT ecosystem.



#### Disk space analyzer

Track disk usage patterns and consumption rates to notify admins when free space falls below a preconfigured limit.



#### Permission analyzer

Analyze and report on users' effective permissions across all files and folders to prevent privilege abuse.



#### Data risk scanner

Identify data most vulnerable to security threats, and remediate it as required to improve your organization's security posture.



#### Identify overexposed files

Find folders and shares with excessive access rights such as those open to everyone or those that allow full control access.



#### Find orphaned data

Identify and manage files owned by inactive, disabled, or deleted users to minimize the risk of data theft.



An astronaut in a white spacesuit is floating in space, holding onto a metal structure. The background features a vibrant aurora borealis over the Earth's horizon, with a dark blue sky and a starry space background. The astronaut is positioned in the upper right quadrant of the image, looking towards the left. The aurora displays a mix of green, purple, and blue light streaks. The Earth's surface is visible at the bottom, showing dark landmasses and white clouds.

# Unified endpoint management and security

Manage and secure desktops, servers, laptops, mobile devices, and web browsers.



## Desktop Central

Manage modern and legacy servers, laptops, desktops, mobile devices, and browsers from a single console.

### Features and benefits



#### Automate your patch management

Automate patch deployments related to OS and other third party applications and shield Windows and Mac from security threats. Test and approve patches and run reports on system vulnerabilities.



#### Enable collaboration with remote controls

Troubleshoot remote desktops with multi-user collaboration, file transfer, video recording, and more. Shadow a user or control their entire computer during a remote session.



#### Deploy software across the organisation

Install and uninstall both MSI and EXE software using built-in templates for package creation.



#### Protect against data loss and mitigate risks

Mitigate risks associated with mobile devices by enforcing device passcodes to prevent unauthorized access, remotely locking devices to prevent the misuse of lost or stolen devices, performing a corporate wipe to remove all corporate data while leaving personal data intact, and much more.



#### Simplify asset management

Manage IT assets and software licenses, software usage, prohibited software, and more.



#### Manage mobile devices and enable BYOD

Configure, manage, and secure mobile devices from a central location. Enable location tracking and implement BYOD for smartphones and tablets running iOS, Android, and Windows.



## Desktop Central **Other salient aspects**

- » USB device management
- » Mobile app
- » Power management
- » User administration
- » App management
- » Security management



### **Great view of hardware and software inventory**

“Desktop Central is an invaluable part of my day to day operations. I am able to manage two locations with ease and I can be confident that all systems are up to date with security patches. I get a great view of the hardware and software inventory of my systems and the remote control application lets me manage most issues without leaving my desk.”

**Rick Kaczanko,**

IT Coordinator, Village of Plainfield IL

## Desktop Central MSP

Handle your clients' desktops, servers, laptops, and mobile devices from a central location, no matter the organization's size.

### Features and benefits



#### Patch management

Automate patch deployment for more than 850 first and third-party applications, so you can test patches, roll back deployed ones, track system health statuses, and more.



#### Software deployment

Remotely deploy applications to client computers from your remote monitoring and management (RMM) software, and provide support to end users through a self-service portal.



#### Mobile device management

Manage Android, iOS, and Chrome devices. Wipe, lock, and geo-track remote devices, enforce passwords and encrypted backups, restrict camera use, etc.



#### Professional Services Automation (PSA) integration

Integrate RMM software with ManageEngine's own PSA software, and manage your clients, billing, projects, tickets, and SLAs with ease.



#### Asset management

Track granular asset data for hardware and software, including usage statistics, black-listed applications, warranty, licenses, etc.



#### Remote control

Utilize a dedicated, built-in, single-click remote control feature with video and audio call support, file transfer, shortcuts, session recording, etc.



#### Configurations

Create baselines and manage any and all types of customer environments in terms of settings with 50 predefined configurations and more than 100 scripts in the script repository.



#### Reports

Choose from more than 130 out-of-the-box reports, and create custom reports according to your requirements.





## Mobile Device Manager Plus

Securely manage corporate and personal devices running Apple OSs, Android, Windows, and Chrome OS.

### Features and benefits



#### Simplify device enrollment

Enroll devices manually or in bulk, or make users self-enroll their iOS or Android devices with two-factor authentication.



#### Manage all business critical applications

Install in-house and purchased apps silently, create a custom app catalogue, blacklist and whitelist apps, and more.



#### Separate corporate and personal information on each device

Enforce corporate containers on employee owned devices to separate work and personal apps. Prevent communication between trusted and untrusted apps.



#### Remotely distribute and manage documents

Provide access to documents from trusted apps only, and restrict third-party apps from accessing and backing up distributed content. Distribute content in over 10 different document formats including PDF, Excel, and Word-related extensions.



#### Provide secure access to corporate email

Integrate with email platforms such as Microsoft 365, Exchange Server, Active Directory, and Azure AD. Restrict access only to enterprise approved apps and accounts.



#### Fortify enterprise security with mobile device management

Easily discover jailbroken and rooted devices within the network. Locate devices geographically and wipe their data to ensure data safety.

## Mobile Device Manager Plus MSP

Manage every aspect of your clients' IT staff's mobile device use, from enrolling new devices to wiping all corporate information when an employee leaves the organization.

### Features and benefits



#### App management

Install, delete, and update in-house and store apps silently, create your own app catalogue, restrict blacklisted apps, test your enterprise apps before deployment, and more.



#### Profile management

Preconfigure basic settings such as Wi-Fi, VPN, and certificates; you can also ensure devices adhere to corporate policies for different departments and roles, and associate them with appropriate groups.



#### Email management

Ensure only managed devices access corporate mailboxes and e-mail attachments.



#### Asset management

Scan and fetch details of installed apps, enforced restrictions, installed certificates, and device hardware details.



#### Content management

Remotely distribute your corporate documents online and ensure they're accessed only using corporate apps. There are also settings to prevent unauthorized third-party backup.



#### Security management

Configure stringent security policies such as passcode and data leak prevention policies to protect corporate data at rest, in use, and in transit while also enhancing device security by configuring geo-fences for devices.



#### Audits and reports

Audit mobile devices with out-of-the-box reports such as rooted devices, devices with blacklisted apps, devices with expiring warranty, etc.



## Patch Manager Plus

Configure automated patch deployment for Windows, macOS, and Linux endpoints, with patching support for over 900 third-party updates across more than 500 third-party applications.

### Features and benefits



#### Patch over 750 applications

Deploy patches to Windows, Mac, Linux platforms and third-party applications. Seamlessly patch desktops, laptops, servers, roaming devices, and virtual machines, all from a single interface.



#### Identify and report on patch compliance

Gain greater visibility into patch compliance and patch status of endpoints with flexible, real-time audits and reporting. Utilize customizable query reports, dashboards, and views.



#### Automate patch management

Reduce the time spent on patch management by automating everything from scanning and assessment to deployment and reporting. Test patches and approve deployment to production environments automatically.



#### Meet unique deployment needs

Configure deployment policies to install patches during non-business hours. Decline patches to specific groups and departments.

## Patch Connect Plus

Automate the distribution of third-party software updates across your business's IT network by integrating with Microsoft SCCM and Intune.

### Features and benefits



#### **Automate non-Microsoft patch management**

Schedule regular scans and gain vulnerability information for all managed systems. Automatically deploy patches using SCCM's patch management infrastructure.



#### **Patch only required applications**

Implement a patch approval process for better control over which applications get patched. Receive patch status reports and deploy patches at any required time.



#### **Receive notifications on patch updates**

Receive status reports on available patches. View the last time the database was updated as well as new products being supported by Patch Connect Plus.



## OS Deployer

Distribute Windows operating systems to computers irrespective of the device's make or model.

### Features and benefits



#### **Automate OS imaging**

Capture the master image of a computer, including OS and applications, using offline or online imaging.



#### **Streamline OS deployment**

Quickly provision new computers or repair OSs using automated OS deployment.



#### **Create multiple deployment templates**

Create and maintain different deployment templates to match user roles or departments.



#### **Utilize universal deployment**

Maintain a single master image, regardless of target computers' hardware.

## Remote Access Plus

Enable technicians to troubleshoot remote Windows, macOS, and Linux devices, with multi-user collaboration, file transfers, and over 12 system tools at their disposal.

### Features and benefits



#### Leverage advanced remote control

Reach out to all the computers in your corporate network irrespective of their location.



#### Resolve issues in seconds

Troubleshoot faster using powerful tools and ensure you never bump heads with employees' work flow.



#### Instantly collaborate with all stakeholders

Bring technicians together to troubleshoot each issue as a team.



#### Generate powerful reports

Maintain records of all initiated remote sessions, including chat history and modified registry values.



## RMM Central

Automate your MSP business' IT management and discover, manage, secure, and monitor all your clients' devices from a single console.

### Features and benefits



#### Real-time network monitoring

Automate the network discovery process with robust features aimed at making the process simpler, less time-consuming, and more effective. Identify and fix performance issues before they get out of hand.



#### Track physical & virtual servers

Monitor and manage physical and virtual servers across multiple vendor OSs. Monitor critical performance metrics like availability, CPU, disk space, and memory utilization across all servers.



#### Automate patch management

Automate patch deployments for OS and third-party applications and shield Windows and Mac from security threats. Combat critical and zero-day vulnerabilities, test and approve missing system patches.



#### Take instant remote control

Troubleshoot remote desktops with multi-user collaboration, file transfers, video recording, and more. Shadow a user or control their entire computer during a remote session.



#### Simplify asset management

Gain full visibility into the status of your client's network. Manage hardware and software assets, and software licenses; meter software usage; detect and blacklist malicious applications, and more.



#### In-depth analysis and reporting

Detect and remediate security issues, identify missing patches, update customized security configurations to each network, and analyze more utilizing over 100 reports.

## Vulnerability Manager Plus

Secure your network with built-in patching that delivers comprehensive visibility, assessment, and remediation of threats and vulnerabilities.

### Features and benefits



#### Vulnerability assessment

Assess and prioritize vulnerabilities based on exploitability, severity, age, affected system count, as well as the availability of a fix.



#### Patch management

Customize, orchestrate, and automate the entire patching process. Download, test, and deploy patches automatically to Windows, macOS, Linux, and over 250 third-party applications.



#### Security configuration management

Ensure network systems are secured with complex passwords, the principle of least privilege, and memory protection, as well as compliant with CIS and STIG security guidelines.



#### Web server hardening

Obtain details on the cause, impact, and remedies of web server security flaws. This information helps to establish and maintain servers that are secure and immune to all kinds of attack variants.



#### High-risk software audit

Identify remote desktop sharing programs, end-of-life applications, peer-to-peer software, and other software that's deemed unsafe, and quickly uninstall them from endpoints.



#### Zero-day vulnerability mitigation

Deploy pre-built, tested scripts without waiting for a patch to secure the network from zero-day vulnerabilities.



## Device Control Plus

Control, block, and monitor USB and peripheral devices to prevent unauthorized access to your sensitive data.

### Features and benefits



#### File access control

Set file transfer restrictions to prevent unauthorized data movement to or from your computer with role-based access control (RBAC).



#### File transfer control

Eliminate unprecedented data transfers and limit file transfers by setting the maximum file size and file type that can be transferred from your computer.



#### Device and port control

Control all ports and connected removable devices, block unauthorized access to data, and monitor all device and file actions.



#### Temporary access

Grant temporary access to removable devices to prevent excessive access privileges.



#### Trusted device list

Create a trusted device list and authorize only those devices to have access to your computer.



#### Reports and audits

View detailed audits and reports to know who is using what peripheral device, such as a USB memory stick, and on which endpoint.

## Application Control Plus

Implement sophisticated endpoint privilege management and allow or block applications based on specified rules.

### Features and benefits



#### Malware prevention

Limit the chances of malware intrusions and advanced persistent threats (APTs) by blacklisting malicious executables.



#### Trust-centric approach

Allow only what you trust by leveraging application whitelisting.



#### Rule-based list building

Simplify list management with application whitelists and blacklists built on rules like product, vendor, hash value, and executables with valid certificates.



#### Flexible customizations

Manage graylisted applications as per requirements by choosing to execute the application control functionalities either in audit mode or strict mode.



#### Endpoint privilege management

Run business-critical applications with restricted privileges to prevent attacks based on privilege elevation or compromised credentials.

## Browser Security Plus

Enforce security policies, manage add-ons, restrict access to unauthorized websites, track users' web activity, and ensure compliance with security standards.

### Features and benefits



#### **Detect and manage vulnerabilities**

Obtain complete visibility into your network's browser usage trends and browser add-ons.



#### **Ensure compliance with security configurations**

Push security configurations to different browsers from a single console.



#### **Control browser plug-ins, extensions, and sites**

Regulate access to browser-based applications and components across your network.



#### **Audit browser security and generate reports**

Uncomplicate your network and obtain 360° visibility with our wide array of reports.

## Endpoint DLP Plus

Automate the discovery and classification of sensitive endpoint data and proactively eliminate insider threats by enforcing rules for secure usage and transfer.

### Features and benefits



#### Automate detection of sensitive data

Pinpoint the locations of all structured and unstructured data stored within endpoints. Ensure that all critical information is accounted for by tracking data in all its phases including data in motion, data in use, and data at rest.



#### Simplified data classification

Categorize common types of sensitive files using the numerous predefined templates provided. For organization-specific or miscellaneous documents, create custom templates using advanced mechanisms like RegEx, keyword search, fingerprinting, file name, or extension-based filtering.



#### Containerize data to trusted applications

Delegate specific applications as trusted so that sensitive data is only able to circulate within those authorized apps. Choose to have all data originating from trusted applications labelled as sensitive by default.



#### Enforce cloud upload protection

Select exactly which browsers and web domains are allowed to process sensitive data. Block all illicit sensitive data transfers via third-party cloud storage or services.



#### Implement email DLP

Allow list specific email domains so that users can only send emails containing sensitive attachments to authorized recipients. Ascertain that email communication remains private and secure while still allowing sufficient collaboration.



#### Monitor and control peripheral devices

Prevent data from being leaked out via USB drives and other peripheral devices. Allow some printers to be in use and have them meet the condition to impose watermarks on printed sensitive documents.



#### Limit the usage of clipboard tools

Stop users from taking screenshots of sensitive documents and transferring them to other apps using clipboard features.



#### Swift false positive remediation

Allow users to report false positives via the self-service portal. Assess the reason for the false positive and quickly modify the relevant policy to match evolving user needs.



#### Grant policy overrides

Enable trusted users to override a policy for convenience purposes, given that they provide valid justification. Review the reasons and edit policies if needed.



#### Intuitive reports and actionable insights

Leverage dashboard infographics to stay up to date on data activities and trends within the network. Analyze in-depth reports to track user behavior in order to prevent insider threats.

# IT operations management

Monitor and manage your network, servers, and applications.



# OpManager Plus

Manage your network devices, servers, storage, and applications and optimize network performance, bandwidth, traffic, flow, firewalls, IP addresses, and switch ports from a single console.

### Features and benefits



#### Network monitoring

Protect your network from issues by monitoring your network in real time using both proactive and reactive network monitoring techniques.



#### Server monitoring

Track the performance of your physical and virtual servers by monitoring their status, availability, health, and performance.



#### Bandwidth management

Obtain a holistic view of your network traffic patterns by analyzing various flows such as NetFlow, sFlow, JFlow, etc. Identify and troubleshoot bandwidth bottlenecks and anomalies efficiently.



#### Network configuration management

Automate and control the entire life cycle of device configuration management and compliance management for switches, routers, firewalls, and other network devices.



#### Firewall log management

Track firewall policy changes, optimize firewall performance, and maintain firewall compliance standards. Analyze firewall rules and monitor configuration changes using CLI-based configuration monitoring.



#### IP address and switch port management

Easily manage switches and IP address space. Troubleshoot frequent network problems such as network connectivity, availability, performance, health, and latency of any IP node or switch ports in the network.



#### Application management

Gain deeper insights on business-critical applications and the servers that they run on, and ensure that revenue-critical applications meet end-user expectations.

## OpManager Plus Other salient aspects

- » Threshold-based monitoring
- » 100+ reports
- » Reactive network monitoring
- » System health monitoring
- » Advanced security analytics
- » User activity tracking



### **A comprehensive network monitoring and management tool**

“I see OpManager as a valuable tool to provide complete network system and application monitoring. I found it very user-friendly, easy to deploy, and overall a comprehensive network management tool, that could find issues anywhere in the network.”

**Ashley Bukket,**

System Analyst, Macmillan Cancer Support



### **Excellent value for money and feature rich**

“When it comes to Network Monitoring systems, OpManager is the obvious choice. Feature-rich and integrated to our Service Desk tool. In OpManager we have a great tool which satisfies all our requirements and at an extremely affordable rate.”

**Information Systems Manager,  
Australian Aerospace Limited**



### OpManager

Monitor crucial performance metrics and network availability proactively with over 2,000 built-in monitors for a wide range of network components. Get in-depth visibility for better fault management and greater control over network performance.

#### Features and benefits



##### Monitor networks in real time

Monitor the performance of network devices in real time via live dashboards and graphs. Measure critical metrics like packet loss, errors, and discards.



##### Track physical and virtual servers

Monitor critical performance metrics like availability, CPU, disk space, and memory utilization across physical and virtual servers.



##### Perform in-depth bandwidth analysis

Analyze the bandwidth consumed by users and apps via NetFlow, sFlow, jFlow, and IP FIX to start shaping traffic.



##### Handle network configuration changes

Back up, push, and revert configurations from OpManager's web interface. Receive notifications about unauthorized configuration changes.



##### Analyze firewall logs

Collect, analyze, and archive firewall logs to maintain security and compliance. Identify and fix security loopholes instantly.



##### Manage and track switch ports

Track switch ports and the devices connected to them in real time. Use SNMP to group switches and manage switch ports.



### OpManager MSP

Proactively monitor the performance, health, and availability of clients' networks with the solution's out-of-the-box support for devices from multiple vendors and its compatibility with contemporary network technologies. Manage multiple clients and cater to their diverse needs with customizations and automations.

#### Features and benefits



##### Multi-tenant software architecture

Manage network operations of multiple customers concurrently from a central console.



##### Seamless, secure user management

Grant role-based access to users, and authenticate them on multiple fronts, such as local authentication, Active Directory authentication, and RADIUS authentication, and eliminate the need for a third-party identity management tool.



##### Network performance and availability monitoring

Monitor crucial performance metrics of multi-vendor network devices, routers, switches, and servers using SNMP/WMI.



##### Multi-vendor compatibility and support

It is compatible with devices from all major vendors in the market and has more than 9,500 device templates for out-of-the-box monitoring.



##### Vivid network visualization

Visualize your clients' network devices graphically via different formats, such as business views, Google or Zoho maps, Layer 2 maps, floor views, and rack views.



##### Foolproof fault management

Detect events and isolate faults that could impact network performance. Color-code alarms based on severity, segregate alarms based on customer or view all generated alarms in one place.



##### Network performance and health reports

Generate customer-specific performance and availability reports on demand, and view historical stats or trends that can be scheduled at predefined intervals.



##### Customizable dashboards and widgets

Create customer-specific dashboards to monitor critical performance and health metrics from a central console.

### NetFlow Analyzer

Get holistic visibility into your network traffic and bandwidth utilization with support for popular flow technologies. Analyze traffic patterns, perform network forensics, optimize bandwidth, and secure your network with advanced security analytics.

#### Features and benefits



##### Analyze and monitor bandwidth traffic

Monitor network bandwidth and traffic patterns at the interface level. Get real-time insight into network bandwidth with oneminute granularity reports.



##### Perform forensic analysis on network traffic

Detect a broad spectrum of external and internal security threats using Continuous Stream Mining Engine technology. Track network anomalies that surpass your network firewall.



##### Enable application monitoring

Identify and classify non-standard applications that hog network bandwidth. Reconfigure policies with traffic shaping techniques via ACL or class-based policies to gain control over bandwidth-hungry applications.



##### Make intelligent capacity and billing plans

Make informed decisions on bandwidth growth using capacity planning reports. Measure bandwidth growth over a period of time with long-term reporting. Generate on-demand billing for accounting and departmental chargebacks.



##### Monitor voice, video, and data communication quality

Analyze IP service levels for network-based applications and services. Ensure a high level of data and voice communication quality using Cisco IP SLA technology.

## Network Configuration Manager

Take full control over your network configurations. Leverage real-time change tracking and customizable compliance policies to avoid violations. Schedule automated backups, and conduct remote network operations with configlets.

### Features and benefits



#### Manage configurations effortlessly

Back up device configurations, keep track of configuration history, compare versions, and upload changes, all from a centralized, online interface.



#### Monitor changes in real time

Monitor configuration changes, get instant notifications, and prevent unauthorized changes.



#### Ensure devices are compliant

Define standard practices and policies, and automatically check device configurations for compliance.



#### Leverage automation for device configuration tasks

Automate all repetitive, time-consuming configuration management tasks. Apply configuration changes in bulk.



#### Track user activity

Get a complete record of the who, what, and when of configuration changes. Record, archive, and playback actions.



#### Access multi-vendor support

Manage the configurations of network devices from multiple vendors, including Cisco, Juniper, and HP.

### Firewall Analyzer

Get the most out of your network security infrastructure by managing and optimizing firewall rules, monitoring configuration changes, maintaining compliance, and analyzing firewall logs.

#### Features and benefits



##### Ensure compliance requirements are met

Automate compliance audits with out-of-the-box reports and validate firewall security with security audit and device configuration analysis reports.



##### Manage and maintain firewall policies

Analyze the usage and effectiveness of firewall rules and fine-tune them for optimal performance.



##### Track all firewall changes

Get instant notifications about changes, and view a complete trail of all changes made to firewall configurations.



##### Perform network forensic audits

Search firewall logs and pinpoint the exact log entry indicating the cause of a security event in minutes.



##### Keep tabs on user activity

Automatically identify users that are streaming videos, using file-sharing services, going on social networks, etc. for greater visibility into high-risk users.



##### Monitor network traffic and bandwidth

Perform network behavioral analysis by monitoring for sudden spikes in bandwidth consumption, and get in-depth details about users.

## Firewall Analyzer

### Other salient aspects

- » IPFIX & NetFlow support
- » Security device log analysis
- » Security audit and file archive
- » Managed firewall service



### **More-than-capable solution for monitoring and managing multiple firewalls**

“As an IT infrastructure service provider for global corporations, we needed a centralized firewall monitoring solution for our multi-vendor, multi-tenant, virtualized environment. Firewall Analyzer proved to be a more-than-capable solution for monitoring and managing multiple customer-specific virtual firewalls. Firewall Analyzer provides us with customer-specific client views, and mutually exclusive, individual firewall reports and alerts for each of our customers.”

**Scott Fenna,**

Senior Consultant, Computacenter

### OpUtils

Scan, monitor, and secure your IT resources seamlessly. Keep an eye out for rogue devices and monitor network availability, bandwidth consumption, and more using over 30 built-in networking tools.

#### Features and benefits



##### **Keep track of all IP addresses**

Scan IPv4 and IPv6 subnets in the network to identify available and used IP addresses



##### **Manage all switch ports**

Scan all the switches in the network and map the switch ports to devices, down to their physical location.



##### **Detect rogue devices**

Identify rogue device intrusions and block their access to the network.



##### **Monitor network performance**

Monitor critical servers in the network for availability and receive alerts when immediate attention is needed.

# Applications Manager

Receive in-depth, code-level insights into your business-critical applications. Resolve performance issues, automate operations, and ensure end-user satisfaction with out-of-the-box support for over 150 technologies.

## Features and benefits



### Accomplish all monitoring from a single console

Leverage a single, integrated platform to monitor an entire application ecosystem: end-users, applications, and underlying infrastructure components such as application servers, databases, big data stores, middleware, and messaging components, web servers, web services, ERP packages, virtual systems, and cloud resources.



### Troubleshoot and monitor databases

Monitor and troubleshoot databases to optimize application performance. Get comprehensive insight into the health and performance of your databases without using an agent. Track slow queries, expensive statements, response times, failures, page faults, and a whole lot of KPIs.



### Perform synthetic monitoring with a real browser

Simulate business-critical, multi-page workflows via Selenium-based scripting of tests. Record business-critical transactions using an easy-to-use recorder tool, all without any scripting. Playback recorded transactions at regular time intervals on a real browser, such as Mozilla Firefox, from multiple geographical locations (*e.g. enterprise branch offices or actual customer locations*).



### Monitor web server and service performance

Keep an eye on the performance of web servers, web services, and caching layers in the context of the business applications they support. Get instant notifications when there are problems. Identify the root cause of issues quickly and take corrective measures before the end-user experience is affected.



### Track the health and performance of application servers

Ensure the performance of the business application is not affected by infrastructure issues. Get deep visibility into the health and performance of application servers. Understand key performance indicators including resource usage trends such as CPU and memory usage. Get visibility into running processes, JVM usage, and more.



### Manage faults by performing root cause analysis

Identify and resolve application faults before end-users run into problems. Get notified of problems through email and SMS alerts. Automate problem resolution by executing corrective programs and scripts, as well as sending SNMP traps. Trigger actions based on threshold violations; for example, automatically start, stop, or restart Windows services, VMs, and Amazon EC2 instances when a certain threshold is reached.

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## Site24x7

Gain complete visibility into all IT resources—from websites, APIs, and servers to networks, cloud services, and applications. Collect metrics, logs, and traces in a unified view to detect performance issues and reduce MTTR.

### Features and benefits



#### Monitor websites

Get deep insight on the uptime and performance of web applications and internet services from over 90 global locations, as well as from within a private network. Ensure DevOps and sysadmin teams gain visibility into critical website performance metrics through powerful dashboards and alerts, enabling them to make instant decisions.



#### Track real user experience

Gauge the experience of web users and native mobile app users in real time and analyze metrics segmented by browser, platform, geography, ISP, and more to fine-tune performance.



#### Monitor an entire server stack's health and availability

Stay on top of outages and pinpoint server issues using root cause analysis. Monitor Windows, Linux, FreeBSD, macOS, VMware, AWS, Docker, Azure, and other cloud-hosted servers and applications to ensure optimal performance.



#### Obtain complete control with network monitoring

Comprehensively monitor critical network devices such as routers, switches, firewalls, load balancers, WAN accelerators, printers, and uninterruptible power sources, as well as wireless and storage devices. Help network teams get the deep performance visibility they need to manage complex networks.



#### Quickly troubleshoot applications

Get unmatched visibility into the way web applications behave. Visualize web transactions from end to end. Track performance metrics for all components, starting from URLs to SQL queries, to identify and resolve performance degradation no matter where issues originate.





## Site24x7 MSP

Securely manage your customers' front-end and back-end IT infrastructures remotely with the solution's cloud monitoring, network monitoring, application performance monitoring, and end-user monitoring.

### Features and benefits



#### Infrastructure monitoring

Use agent-based server monitoring to view key performance indicators of Windows, Linux, VMware hosts, FreeBSD, Docker, and macOS servers.



#### Cloud monitoring

Monitor resource usage and operational data for numerous cloud services running on Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform (GCP).



#### Network monitoring

Monitor network performance of devices, such as routers, switches, firewalls, load balancers, printers, uninterruptible power supply (UPS) devices, and storage devices.



#### Application performance monitoring

Monitor and trace the performance issues of applications running on Java, .NET, Ruby, PHP, Node.js, and mobile platforms.



#### End-user experience monitoring

View the uptime and performance of websites, web applications, API endpoints, mail servers, Domain Name Systems (DNSs), and more from over 100 locations globally.



#### Multi-tenancy

Securely manage the accounts of multiple customers. Gain total visibility into client systems, and scale to accommodate any number of customers.



#### Remote control

Take action remotely to rectify errors in your client environment using Site24x7 MSP's agent-based monitoring.



#### Flexible dashboards

Create customized dashboards, network operations center (NOC) views, and business views highlighting all metrics slowing down your website, and share this information with your clients.



#### Detailed reports and service-level agreements

Get insightful reports to view the live status of your infrastructure. Send SLA reports to update customers about your service consistency.

## AlarmsOne

Integrate all your IT management tools with AlarmsOne to manage every IT alert from one window. Reduce alert noise, define escalations, and get notified about critical alerts through email, SMS, and phone call.

### Features and benefits



#### Manage user privileges

Limit users' actions based on their roles. Whether enabling or disabling access, assigning roles and applications, or selecting a chosen notification channel, maintain complete control over user activity.



#### Act on alerts

Open, acknowledge, close, and delete alerts as needed. Update the status of an alert to let other users know it's been taken care of, or manually change an alert's severity to update its priority level.



#### Create custom views and categorize alerts

Easily filter and classify alerts to reduce clutter on the alarms page. Generate a report for all the alerts in any view and drill down into the important data.



#### Curb alert noise and ward off alert fatigue

Define multiple criteria to filter out redundant alerts and get only the necessary notifications.



#### Automate alert escalation

Notify another technician when on-call staff fails to acknowledge or close an alert. Create escalation policies to decide who receives an alert first, the escalation timeout duration (how long the first recipient has to respond before the alert is sent to the next recipient), and whom to notify next.



#### Schedule maintenance tasks

Schedule downtime to stop receiving meaningless alerts when IT is under maintenance.



## Site24x7 StatusIQ

Transparently communicate outages and operational status. Display the status of critical components, allow users to subscribe to updates, and announce upcoming maintenance to manage downtime and build user trust.

### Features and benefits



#### Public status pages for transparent communication

Establish a reliable, dedicated channel for publishing updates. This can help deflect support tickets, keep internal stakeholders informed, and turn downtime into an exercise in improving the customer experience.



#### Incident notifications for end-users

Quickly acknowledge incidents and notify your customers about them by posting the incident on your status page with details like current status, severity, and affected services. Keep customers in the loop with information regarding the progress of resolution.



#### Maintenance notification for end-users

Inform customers about upcoming maintenance events to help them prepare for any potential impact by creating a one-time or recurring maintenance schedule that automatically updates the status page and sends email notifications.



#### Email and SMS notifications for subscribers

Send out notifications to your customers via email or SMS, or enable them to access updates via RSS (really simple syndication). Give them the option to opt-in for notifications from the services they care about to avoid alert fatigue.



#### Domain, logo, and page customization

Showcase and preserve your branding throughout the entire incident life cycle. Upload your logo and favicon, and authorize Site24x7 StatusIQ to send notifications on behalf of your email domain to improve recognition with your customers.



# Advanced IT analytics

Visualize data and gain actionable  
insights into IT operations.



## Analytics Plus

Get a unified view of all your IT applications in one console. Blend data from several IT applications or databases, and look into the impact of incidents on ticket volume, project delays on costs, and more.

### Features and benefits



#### Connect and upload with ease

Import data from various sources— including files, URL feeds, SQL databases, or cloud databases—to transform data into insightful reports.



#### Obtain in-depth analysis of KPIs

Build insightful reports and dashboards that use powerful visualizations to identify patterns and anomalies. Drill down to specific metrics to pinpoint areas that need improvement.



#### Access powerful out-of-the-box integrations

Gain deeper insight into various aspects of IT management—from help desk and customer support operations to network and application monitoring—by integrating with our service management, support, and operations management products.



#### Share and collaborate

Share reports across an organization with intuitive export, embed, and publishing options.



#### Publish and embed reports

Publish reports so they're accessible to other users. Embed reports and dashboards across websites, intranet, blogs, and applications to reach a wider audience.



#### Enable smart dashboards

Combine multiple reports into a single, live dashboard. Insert images, formatted text, widgets, and web components in a flexible layout.



## Site24x7 CloudSpend

Make informed decisions with a full set of cloud cost management capabilities. Understand spending at a high level, identify cost-accruing services, attribute spending to business units, set up budgets, and more.

### Features and benefits



#### Cost analytics for AWS

Automatically process the raw AWS cloud cost and usage report data files, and extract all the relevant data fields for an up-to-date view of your AWS cloud costs.



#### Spend analysis

Gain a high-density snapshot of your spending to understand when and where you're accruing costs. Identify the top cost accruing services; see running costs; and view the distribution by region, instance type, component, and more.



#### Track spending based on business unit

Allow account holders and AWS managed service providers (MSPs) to leverage native tags to allocate spending to one or more business units to easily track costs for different teams, projects, and customers.



#### Budget control

Enable cost control with the help of simplified budget creation workflows. Set up monthly, quarterly, or annual targets for your linked accounts or business units, and get email notifications when your actual costs exceed the budgeted amount.





# Business productivity applications

Cloud-based IT management solutions for any business need.





## Zoho Creator

Zoho Creator is a low-coding platform that lets businesses build online database applications for their unique needs to automate everyday tasks and streamline data management. Apart from countless buildable apps, Zoho Creator offers more than 50 ready-to-use business apps to manage sales, logistics, recruitment, events, support desks, projects, and more.

### Features and benefits



#### Build applications quickly

Create custom business applications in days rather than weeks with the drag-and-drop interface.



#### Automate business workflows

Add logic to business applications. Design and automate workflows with a minimal amount of coding.



#### Gain actionable insights

Use custom reports to sift through large amounts of raw data and make meaningful decisions.



#### Secure access controls

Grant access to applications on a need-to-know basis and protect vital business data.



#### Stay connected while on the go

Access and update data remotely with the iOS and Android apps. Instantly capture signatures, scan bar codes, and get location details using a mobile device.



#### Easy data integration across platforms

Integrate with numerous third-party vendors like Twilio, PayPal, and Zapier, as well as pre-built integrations with other Zoho products.



#### Ready-to-use business apps

Cater to every aspect of a business with over 50 ready-to-use business apps, including apps that cover logistics, sales, distribution, recruitment, and more.



## Zoho Sprints

Zoho Sprints is an agile project management tool that helps businesses plan work without chaining themselves to a roadmap. It is a simple, clutter-free solution that allows products to be improved quickly and continuously, which is the essence of agility. Create user stories, add estimation points, stay on track with personalized Scrum boards, and schedule meetings for reviews and retrospectives—all from one place. Getting agile has never been this easy.

### Features and benefits



#### Adapt to change

Identify and respond to bottlenecks and impediments better with diverse sprint reports that provide comprehensive insights and analytics about any sprint.



#### Evolve a brand through iteration

Keep products nimble, even while delivering consistent releases. Effortlessly switch between planning and execution as user stories are captured in the backlog and new sprints are started.



#### Plan and track progress

Visualize progress while iterating towards the next release with a customisable Scrum board.



#### Track time to save time

Log hours on specific tasks or sprints, and get a clear picture of the work a team is doing.



#### Keep everyone in the loop

Share progress, comment on developments, and engage with teammates. Easily schedule meetings and bring people together.



## Zoho Projects

Zoho Projects is a project management application that enables businesses to plan activities, assign work, manage resources, and improve collaboration to get things done on time.

### Features and benefits



#### Plan projects with ease

Organize complex projects into easily manageable units with milestones, task lists, and tasks. Get more refined control with sub-tasks, recurring tasks, and dependencies.



#### Gain in-depth insights

Compare the progress of tasks to what was planned using Gantt charts. The resource allocation chart shows who is free, who is engaged, and who is overloaded.



#### Collaborate seamlessly

Work together with employees, clients, vendors, or consultants—regardless of distance—using various collaboration tools.



#### Keep track of time

Log billable and non-billable hours using timesheets. Automatically generate invoices from timesheets using the built-in integration with Zoho Invoice.



#### Track and fix issues fast

Log bugs and track them as they get fixed and tested. Define custom workflows and business rules. Track code changes made in GitHub and Bitbucket.



#### Manage documents

Make sure teams always have access to the latest version of their project documents. Work together on documents, presentations, and spreadsheets using online document tools.



## Zoho Analytics

Zoho Analytics is an online reporting and business intelligence service that helps enterprises analyse their business data and create insightful reports, stunning data visualizations, and discover hidden insights.

### Features and benefits



#### Connect to any data source

Perform in-depth analysis and report on any data, no matter where it is. Schedule periodic data syncs automatically.



#### Perform visual analysis

Visually analyse data and drag and drop elements to build insightful reports and dashboards.



#### Enable hassle-free sharing and collaboration

Develop and share reports with colleagues for more informed decision-making.



#### White label as needed

Completely re-brand Zoho Analytics and serve it from a custom domain or portal.



#### Leverage an extensible and scalable BI platform

Build and integrate reporting and analytical capabilities into business applications. This is especially valuable for developers and system integrators.



## Zoho Assist

Zoho Assist provides a web-based, on-demand support sessions for remotely aiding customers. Set up unattended remote access and manage remote computers with ease.

### Features and benefits



#### Outsource IT and MSP support

Manage remote computers of managed clients from around the world.



#### Support customers worldwide with on demand support

Support any remote customer through ad hoc or on-demand remote sessions that are joinable through a link or email invite.



#### Easily set up unattended access

Set up unattended computers (both inside and outside LAN/WAN) by simply deploying an unattended client either on a single computer or a group of computers.



#### Send files anytime, anywhere

Quickly send updates, patches, or any type of file to customers' computers during remote sessions; customers can send technicians their own files as well.



#### Reboot and reconnect any computer

Reboot any remote computer with a single click and reconnect to the session without losing control. Remote computers can even be restarted in safe mode.



#### Provide multiple monitor support

Navigate between two or more monitors connected to a remote computer. The active monitor is automatically detected and remote control is transferred accordingly.





## Zoho Workplace

Zoho Workplace is a tightly integrated suite of productivity applications designed to be the online workspace for businesses. For teams and departments in an organization that want to co-create, communicate, and collaborate meaningfully, Workplace is the suite that centralizes and streamlines all team files and communications.

### Features and benefits



#### Fully-featured online office suite

A robust word processor, spreadsheet software, and a presentation tool along with central storage for teams to create, share, and manage files.



#### Powered by Zia

Simplify searches across apps, get powerful insights on documents and spreadsheets, and add flavor to group event activities with Zia, the AI assistant.



#### Highly secure team communications

Custom domain-based email with built-in contacts and tasks, private and group chat channels, and virtual meeting tools help teams securely communicate as and when needed.



#### Scalability with mix and match plans

Choose different plans for different users based on their storage needs or the level of access required.



#### Organization-wide intranet

Build a social media style intranet with focused groups, forum discussions, and published files to help new members of an organization onboard quickly and interact better.



#### Work on the move

Available on both Android and iOS mobile devices so that users can stay productive even when they're away from their desks.



#### Unified dashboard

Get access to all Workplace apps in one place with a fully customizable unified dashboard offering interactive and actionable widgets displaying the most recent work items.



## Zoho Mail

Zoho Mail is a secure, ad-free, enterprise-ready business email suite with features including Calendar, Tasks, Notes, Bookmarks, and Contacts. Our user-friendly suite of applications comes with multiple collaboration tools and advanced security measures.

### Features and benefits



#### Custom domain email address

Secure email hosting for your business emails. Create unique and professional email addresses for your business to give your company the visibility and authenticity it deserves.



#### Powerful Control Panel

Set up your organization's accounts with ease using the Admin Control Panel. You can also manage your organization's mailboxes, configure email policies, set up restrictions, and more.



#### Easy migration

Our application-specific migration tools and POP/IMAP migration allows you to switch to a better email experience in a few simple steps, giving you hassle-free migration from any service.



#### Email retention and eDiscovery

Retain work emails for a specified period to comply with industry standards and internal policies or even counter legal attacks. Use eDiscovery to retrieve any retained email.



#### Security and privacy

With the finest practices in privacy, email security, and compliance, Zoho Mail has earned ISO/IEC 27001, ISO/IEC 27017, ISO/IEC 27018, SOC 2 Type II, and ISO/IEC 27701 certifications. Zoho Mail is also GDPR compliant.



#### Mobile access

Native iOS and Android apps for Mail, Mail Admin, and Streams let you manage your business communications even when you're away from your desk.



## Awards and recognitions

# Gartner®

### Four ManageEngine products made it into Gartner's Magic Quadrant

**Applications Manager and Site24x7** - Application Performance Monitoring

**Log360** - Security Information and Event Management

**ServiceDesk Plus** - IT Service Management

**Desktop Central** - Unified Endpoint Management

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# Kuppingercole ANALYSTS

### Three ManageEngine products made it into the KuppingerCole Leadership Compass

**Desktop Central** - Unified Endpoint Management

**PAM360** - Privileged Access Management

**Log360** - Security Information and Event Management

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# FORRESTER®

### ManageEngine made it into The Forrester Wave

**Desktop Central** - Unified Endpoint Management

**PAM360** - Privileged Identity Management

**ServiceDesk Plus** - IT Service Management

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### ManageEngine made it into the IDC MarketScape Vendor Assessment report

**Desktop Central** - Worldwide Unified Endpoint Management Software

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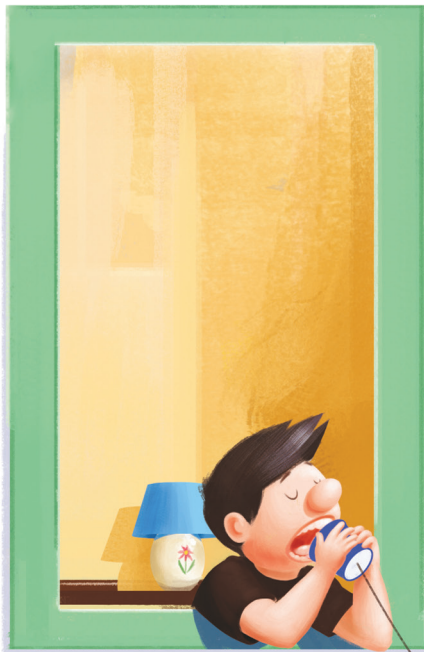
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